



2022 Volume 3

**A Member Newsletter
for Parents and Kids**



**Don't worry...
Aetna Better Health®
Kids (CHIP) is still
here for you!**

Learn more inside!



Aetna Better Health® Kids

AetnaBetterHealth.com/pennsylvania/members/chip
A CHIP Health Plan

PA-22-09-10

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Great News! Aetna® Better Health Kids (CHIP) Is Still Here for you!

Keeping your kids healthy continues to be our top priority.

In August, some Medicaid enrollees had to move to a different health plan, but your Aetna Better Health® Kids (CHIP) coverage will continue without interruption!

If you have questions about your benefits, call Member Services at **1-800-822-2447 (TTY: 711)**.

These services are no cost or with limited copay for children and teens:

- Well-child checkups
- Vaccines
- Urgent care
- Hospital visits
- Behavioral health
- Dental care
- Vision care
- Medicine
- Care management
- 24/7 Nurse Line
- Special Needs Unit
- Over-the-Counter (OTC) Benefit



Suicide: Help Is on the Line

If you or someone you know is thinking about suicide, there's now a simple way to get help:

Call, text or chat 988.

Dialing **988** will reach the 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) from anywhere in the U.S.

The Lifeline connects people to trained counselors 24 hours a day, 7 days a week. The service is free and confidential.

The Lifeline's previous number, **800-273-8255**, will continue to be available. And you can chat online at 988lifeline.org/chat.

Call for yourself—or a friend

Help lines connect you with a live, caring person. When you call **988**, you'll talk to a trained crisis counselor near your area code.

Counselors will listen and ask questions. They won't judge. Instead, they will offer advice and ways to keep you safe. They can also help you get immediate assistance if needed.

The Lifeline is also for people who worry that a family member or friend is thinking about taking their own life. According to the National Institute of Mental Health, family and friends are often the first to notice the signs that someone is thinking about suicide.

Reach out

If you are feeling depressed or thinking about taking your life, remember that you are not alone—and help is available. The Lifeline is available 24/7 at **988**. You can also call 911 or visit a hospital emergency department.

Get Help

**The 988 Suicide & Crisis Lifeline
(formerly known as
the National Suicide
Prevention Lifeline)**



**Call or text:
988**



**Call:
800-273-8255**



**Chat online:
988lifeline.org/chat**



Exclusive No Cost Over-the-Counter (OTC) Benefit

You choose how to get your monthly OTC items



BY PHONE

Call **1-888-628-2770**,
TTY: 711 to order by phone



ONLINE



Order online at
[CVS.com/otchs/abhkids](https://www.cvs.com/otchs/abhkids)



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Get these OTC items and more at **NO COST** to you!

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- Oral and Dental Care
- Cold, Cough and Allergy Remedies
- Anti-Fungals
- Ear and Eye Care
- Vitamins and Minerals
- Feminine hygiene products and tampons
- Miscellaneous products

See the complete list of products on our OTC web page.*



*Visit our OTC web page for more details about the OTC benefit

aetnabetterhealthpenn.com/otc

Call Aetna Better Health® Kids at **1-800-822-2447** (TTY: 711)

Only Aetna Better Health® Kids members get a \$30 OTC credit each month.
(Some restrictions apply.)



Domestic Violence Awareness: Persons with Disabilities

People with disabilities experience domestic violence. They are abused more often than those without a disability. Abusers may use a person's disability to control them.

Abusers may also:

- Refuse to help a survivor with everyday needs. This may include help with eating, showering, or dressing.
- Keep necessary equipment from survivors.
- Refuse to give medications.
- Say the abuse is because of the disability.
- Steal benefits from the survivor.

The way domestic violence and disability connect may not be noticed. Survivors might fear they will not have anyone to care for them. They might be embarrassed to say what is happening. Abusers may keep a survivor from seeing healthcare providers alone. This means they cannot talk in private. Survivors may be afraid they will not be able to find a new place to live.

Domestic violence survivors who have a disability do not have to deal with what is happening alone.

Some resources that might be able to help are:

- Domestic violence programs have information about local resources. This includes connecting people with disabilities to places for more support.
- The Developmental Disabilities Council has a list of organizations that can help people with disabilities find resources and supports. Their web address is www.paddc.org. Their phone number is **1-877-685-4452**.
- Centers for Independent Living provide many services for people with disabilities. Many of their staff and board members have disabilities. Their website is www.pasilc.org. Their phone number is **(717) 364-1732**.

Find your local domestic violence program on the Pennsylvania Coalition Against Domestic Violence website. The services offered by these programs are free and confidential.

<https://www.pcadv.org/find-help/find-your-local-domestic-violence-program>.

The National Domestic Violence Helpline: **1-800-799-SAFE** (7233) or to chat:

<https://www.thehotline.org>.



Questions About Your Benefits?

Our friendly, knowledgeable staff can answer any of your questions about your health plan, benefits and services, locations of doctors, facilities, pharmacies, and more.

We also have a secure portal to help you use your benefits and services. You can set up your own account and log in any time.

Visit [AetnaBetterHealth.com/pa](https://www.aetna.com/betterhealth/pa).

Nurse Line: You have access to a nurse 24 hours a day, 7 days a week to answer your health care questions. If you can't reach your PCP, the nurses can give you helpful advice on how to help your child feel better and stay healthy.

Call **1-800-822-2447 (TTY: 711)** and follow the prompts.

If you have a hard time seeing, hearing, reading or speaking English: We have services available to help you communicate with us. You can call **TTY: 711** toll-free. If you need a translator, call us. We'll connect you with a service that can translate any language. This service is available at no cost to you.

Here's how to reach us:



By phone

Member Services is available 8 AM to 5 PM, Monday through Friday at **1-800-822-2447 (TTY: 711)**.



Website

Visit [AetnaBetterHealth.com/pa](https://www.aetna.com/betterhealth/pa) and click on "Contact us."



Check Out Your Member Handbook

Have you ever wanted to learn more about Aetna Better Health® Kids, your benefits, and how your health plan works or what your rights are? Take a minute to look at your Member Handbook online. You can find your Member Handbook online with your computer or smart phone here: [AetnaBetterHealth.com/pennsylvania/members/chip/handbook](https://www.aetna.com/betterhealth/pa/pennsylvania/members/chip/handbook).

Your Privacy Matters

We understand the importance of keeping your child's personal and health information (PHI) secure and private. We are required by law to provide you with the Notice of Privacy Practices. This notice tells you of your child's rights about the privacy of your PHI. It tells you how we may use and share your child's personal information. You can request a copy at any time.

Both Aetna Better Health® and your providers make sure that all enrollee records are kept safe and private. You can access our privacy policy at [AetnaBetterHealth.com/pennsylvania/privacy-policy](https://www.aetna.com/betterhealth/pa/pennsylvania/privacy-policy).

You'll find a link to information on our privacy practices at the bottom of the Home page. If you have any questions, Member Services can help. Just call **1-800-822-2447 (TTY: 711)**.

Complaints and Grievances

We want you to be happy with services you get from us and our providers. If you're not happy, we want you to let us know. Filing a complaint or grievance will not affect your health care services or Medicaid eligibility. We want to know what is wrong so we can make our services better.

How to file a complaint

If you have a complaint, please contact us. If you want an Enrollee Advocate, we'll help. You can file a grievance by:

- Calling us toll-free at **1-800-822-2447 (TTY: 711)**
- Asking and giving permission for your provider to file a grievance for you

You can also write us at:



Aetna Better Health® of Pennsylvania
Complaint and Grievance Department
PO Box 81139
5801 Postal Road
Cleveland, OH 44181
Fax number: 860 754 1757

How to file a grievance

We must approve many services ahead of time in order to pay for them. If we decide not to pay for a service, we'll write to you and tell you why. We'll send you a "Notice of Action" letter if we:

- Decide not to approve a request for a service
- Approve only part of a request for a service

The "Notice of Action" letter will tell you the reasons. If you don't agree with it, you can file a grievance. You must send your appeal to us in writing. You can call us first at **1-800-822-2447 (TTY: 711)**. However, you must follow up by sending your grievance in writing within 60 days.

You can also write us at:



Aetna Better Health® of Pennsylvania
Attn: Complaint and Grievance Department
PO Box 81139
5801 Postal Road
Cleveland, OH 44181
Fax number: 1-860-754-1757

Is Your Child Moving From Pediatric to Adult Care?

You've seen your child pass many milestones. Now he or she is nearing adulthood. And there's a milestone coming up you may not have thought about. Your child will need to switch from pediatric to adult care—and may need to find a new doctor.

This change should occur between the ages of 18 and 21. You can help your child prepare by making sure he or she knows the answers to these questions:

- What kind of health insurance do I have?
- Do I know my medical history?
- What medicines do I take and why?
- Am I allergic to any medicines?

We have trained professionals on staff to help you. We'll work with you to get the right care for your child's special needs. call us at **1-800-822-2447 (TTY: 711)**.



Member Services Is Here for You

Member Services is ready to help you with any questions about your child's coverage or the care your child receives. Your member ID card has the Member Services toll free number. You can reach Member Services by calling **1-800-822-2447 (TTY: 711)**. For your convenience, Member Services is available 8 a.m. to 5 p.m. Monday through Friday. You may also visit our website at [AetnaBetterHealth.com/pennsylvania](https://www.aetna.com/betterhealth/pennsylvania) for more information about your child's CHIP benefits.

You can also write us at:



Aetna Better Health® Kids
1425 Union Meeting Road
Blue Bell, PA 19422

Member Satisfaction

Every year, Aetna Better Health® Kids sends the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) to our members. The survey gives you the chance to share your opinions on the quality of care and services you get from us and our network of health care providers.

The table below shows our overall results in 2022. It shows the percentage of members who responded favorably to the categories listed for our CHIP Child Survey. Our goal is to continually improve. To do this, we need your help. We want to make sure you have:

- a positive experience that meets your medical needs
- satisfaction with the services you receive

Based on your past answers, there are several areas where we need to improve.

We will work hard to:

- improve the specialists,
- ensure our customer service meets your needs
- assist in getting appointments as soon as you need them.

We look forward to working with you to ensure your needs are met and we improve your satisfaction with the care and services you receive.

Should you need assistance please contact our Member Services line at **1-800-822-2447 (TTY: 711)**.

Topic	2021 Results	2022 Results
Rating of Health Plan	78.90%	84.20%
Rating of All Health Care	88.14%	90.28%
Rating of Personal Doctor	90.49%	91.17%
Rating of Specialist Seen Most Often	82.76%	80.88%
Customer Service	85.64%	85.55%
Getting Care Quickly	93.14%	85.31%
How Well Doctors Communicate	95.57%	96.52%

Be Prepared with an Advance Directive

Staying healthy is a goal we all want. However, sometimes things happen all of a sudden. It's always good to prepare for things we don't expect. Advance Directives help you be prepared. Advance Directives are instructions about your medical care if you are not able to make those decisions. An Advance Directive becomes your voice when you can't say what you want or speak for yourself. Advance Directives can also say who makes medical decisions for you when you can't.

There are two kinds of Advance Directives:

- A Living Will is a document that says what medical care you want or don't want. It is used in the event that you are not able to speak for yourself.
- A Health Care Power of Attorney is a legal document that says who can make medical decisions for you.

It is also used when you are not able to speak for yourself. For more information about Advance Directives, just visit our website:

[AetnaBetterHealth.com/pennsylvania](https://www.aetna.com/betterhealth/pennsylvania).



Nondiscrimination Notice

Aetna Better Health Kids complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Aetna Better Health Kids does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Aetna Better Health Kids provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats).

Aetna Better Health Kids provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact Aetna Better Health Kids at 1-800-822-2447.

If you believe that Aetna Better Health Kids has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

The Bureau of Equal Opportunity,
Room 223, Health and Welfare Building,
P.O. Box 2675,
Harrisburg, PA 17105-2675,
Phone: (717) 787-1127, TTY (800) 654-5484, Fax: (717) 772-4366, or
Email: RA-PWBEOAO@pa.gov

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Bureau of Equal Opportunity is available to help you.

You can also file a civil rights complaint electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone with the U.S. Department of Health and Human Services, Office for Civil Rights at:

U.S. Department of Health and Human Services,
200 Independence Avenue SW.,
Room 509F, HHH Building,
Washington, DC 20201,
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language Interpreter Services

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call: 1-800-822-2447 (TTY: 1-800-628-3323).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-822-2447 (TTY: 1-800-628-3323).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните: 1-800-822-2447 (телетайп: 1-800-628-3323).

注意：如果您講中文，您可以免費獲得語言援助服務。請致電 1-800-822-2447（聽障及語障人士專線：1-800-628-3323）。

CHÚ Ý: Nếu quý vị nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Xin gọi số [1-800-822-2447] (TTY: 1-800-628-3323).

تنبيه: إذا كنت تتحدث لغة أخرى غير الإنجليزية، فإن خدمات المساعدة اللغوية متاحة بالمجان. اتصل بالرقم 1-800-822-2447 (الهاتف النصي: 1-800-628-3323)

ध्यान दिनुहोस्: तपाईं अंग्रेजी बाहेकका भाषा बोलुहुन्छ भने तपाईं निःशुल्क भाषिक सहायता प्राप्त गर्न सक्नुहुन्छ । यसका लागि 1-800-822-2447 (TTY: 1-800-628-3323) मा टेलिफोन गर्नुहोस् ।

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-822-2447 (TTY: 1-800-628-3323) 번으로 전화해 주십시오.

កត់សំគាល់: ប្រសិនបើលោកអ្នកនិយាយភាសាខ្មែរ មិនប្រើភាសាអង់គ្លេស សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនដោយឥតគិតថ្លៃសម្រាប់លោកអ្នក។ សូមទូរស័ព្ទទៅលេខ 1-800-822-2447 (TTY: 1-800-628-3323) ។

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposes gratuitement. Appelez le 1-800-822-2447 (TTY: 1-800-628-3323).

သတိပြုရန်။ သင့်အား အင်္ဂလိပ်ဘာသာစကားမဟုတ်ဘဲ အခြားဘာသာစကား တွင်ပြောဆိုပါက ဘာသာစကား အထောက်အကူပြုပေးဆောင်ပေးမည့် အခမဲ့ရှင်းပြပေးပါမည်။ 1-800-822-2447 (TTY: 1-800-628-3323) သို့မူ ဖုန်းခေါ်ဆိုပါ။

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-822-2447 (TTY: 1-800-628-3323).

ATENÇÃO: Se você fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-822-2447 (TTY: 1-800-628-3323).

দৃষ্টি আকর্ষণ: আপনি যদি ইংরেজী ছাড়া অন্য কোন ভাষায় কথা বলেন, তাহলে ল্যাংগুয়েজ এসিস্ট্যান্ট সার্ভিসের সহায়তা, আপনি বিনামূল্যে পাবেন। কল করুন: ১-৮০০-৮২২-২৪৪৭ (TTY: 1-800-628-3323).

KUJDES: Nëse flitni një gjuhë tjetër përveç anglishtes, shërbimet për përkthim, pa pagesë, janë në dispozicion për ju. Telefononi në 1-800-822-2447 (TTY: 1-800-628-3323).

ध्यान आपो: જો તમે અંગ્રેજી સિવાય બીજી ભાષા બોલો છો, તો ભાષા સહાય સેવાઓ, તમારા માટે મફત ઉપલબ્ધ છે. ૧-૮૦૦ ૮૨૨-૨૪ ૪૫ પર કોલ કરો (ટીટીવાય: ૧-૮૦૦-૬૨ ૮૩૩૨૩)